

(State Personnel Board)
Specification and Performance Standards

- 1. Description of Services:** The contractor shall provide qualified and experienced language professionals with relevant specialist knowledge in the required field of expertise, as applicable, in performance of the services requested.

A. Type of Service :

- ☐ Telephone-based Interpretation
☐ Translation
☐ Other (Specify):

- ☐ On-site/In-person Interpretation
☐ Legal/Court, Medical or Administrative
Hearing or Proceeding

B. Language pair(s) of the services to be performed (e.g., English to Spanish) and specify the dialect and region (e.g., Traditional Chinese):

C. Description of the services or product. Include a complete and accurate description of the work.

Interpreter Services: The contractor shall provide support services to state agencies by providing oral multilingual interpretation (simultaneous and/or consecutive) services in a variety of settings involving spoken communications from one source language to the target language, as identified above. Scope of work to be performed is described below:

Translator Services: The contractor shall provide written translations of source texts in one language into another language, as identified above, with the meaning and intent of the original text (Translation). Services shall include translation of documentation by technically qualified and experienced translators at the level of competency required. The scope of work to be performed is described below:

- D. Level of Competency Required. Services shall be performed by professional and experienced interpreters that possess demonstrated proficiency levels that range from the ability to speak the language with sufficient structural accuracy and vocabulary, to participate effectively in most formal and informal conversations on practical, social and professional topics to the maximum proficiency level with specific subject-matter or technical level competency, as specified below:

- ☐ Average Competency - General topics - Average degree of specialized subject-matter expertise or terminology required
- ☐ Above-average Competency - Above average degree of subject-matter expertise or terminology required
- ☐ Expert Competency - High degree of subject-matter expertise or terminology required
- ☐ Other (Specify): _____

- E. Description of subject-matter knowledge or terminology required:

- F. Date of Services, including expected date of delivery of product, as applicable:

- G. Method of Delivery, including description of location of services (date, time, place), as applicable. The contractor may be required to confirm availability and acceptance of specified tasks for scheduling purposes:

- H. Format of Delivery for translations (e.g., 3.5 floppy disc in .pdf format), including the number of copies, as applicable. The contractor agrees to consult with state agency for product assessment, glossary development, final production layout and output, in the required media output, as follows:

- I. Other requirements (Specify):

- 2. Quality and accuracy of product and services:** The contractor is responsible for ensuring the quality and accuracy of its product and services are maintained, including making any requested corrections or changes, at no cost to the state agency. The state agency is responsible for informing the contractor of all errors, omissions or other required changes within 30 days of delivery of product. The contractor agrees to: (Check all that apply.)

- ☐ Proof-read all translations for typos and accuracy
- ☐ Review translation for accuracy, including ensuring the same style and comprehension level of the original document is maintained, unless otherwise specified in the scope of work.
- ☐ Review translations for errors in choice of words and phrases, syntax, and grammar.
- ☐ Monitor interpreters' performance to assure accuracy and quality of delivery of service.
- ☒ Other (Specify): _____

- 3. Fees for products and services:** The fees charged for the product and services contained in the specification and performance standards shall be in conformance with the maximums contained in the contract. Identify the product and/or service and fee for each line item of work, including applicable rate (e.g., Translate 2 page document at \$100.00 per page or perform telephone interpretations at \$0.90 per minute):

(Attach price sheet or additional information if needed)

Cost Proposal Prepared by: _____ Title: _____
Telephone Number: _____ Date: _____